



## 2010 Employee Viewpoint Survey Results Federal Mediation and Conciliation Service

### Interpretation of Results:

Overall the results of the Employee Viewpoint Survey continue to be very positive and reflect the positive views employees have of their work and that of the Agency. Of the 78 items included in the survey, the FMCS' positive response percentages were higher than the government-wide response rates in 85% of the items. FMCS responses were significantly higher (i.e., 5 percentage points or greater) for 74% of the items.

The survey items were grouped into 7 categories. The FMCS responses for each category are highlighted as follows:

**1. My Work Experiences:** Responses were strongly positive with no item below the government-wide average. The FMCS positive responses ranged from a low of 62.0% to a high of 98.3%. Over 95% of employees like the work they do and think it is important, with 98.3% willing to put in the extra effort to get a job done.

**2. My Work Unit:** Responses were positive vs. the government wide average, with 93.4% of respondents rating positively the overall quality of work done by their work unit. In only one item (#27) was the FMCS positive response slightly below the government -wide rate and that variance is easily explainable by the large number of neutral responses. Significantly, the negative response rate was also less than half the government-wide average.

**3. My Agency:** Responses were strongly positive on all but three items. These items include a question on diversity in which FMCS rated at a statistical tie with the government-wide average. On a health and safety item, the Agency rated slightly below the government-wide average but had a negative response rating well below the government-wide average. The final item in this category, in which FMCS rated at or below the government-wide average, related to Agency preparation for security threats. FMCS positive responses on this item have improved steadily since 2006 and our negative responses have declined. Additionally, the reality of our mission and our primary areas of statutory responsibility makes the Agency a highly unlikely target for security threats.

**4. My Supervisor/Team Leader:** All responses were strongly positive and all above the government-wide results.

**5. Leadership:** Results were positive and at or above government-wide average on all but one item. That item focused on perceptions of leadership's demonstrated support for Work/Life programs. It is significant, that at the time the survey was administered, the Agency leadership team was in transition. Notable improvement was made on the item indicating employee "high level of respect for senior leaders," which saw a double digit increase in positive responses and a double digit decrease in negative responses when compared to the 2008 survey results.

**6. My Satisfaction:** Results under this category were also positive and exceeded government wide averages on all but one item. That item focused on employee satisfaction with information received from management "on what's going on in the organization." As with a previous item, the survey was administered prior to new outreach and communication initiatives by new Agency leadership highlighting organizational activities and strategic direction.



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**7. Work/Life:** This category addresses multiple items which highlight differences in FMCS organizational mission and structure. Specifically the nature of work and work force demographics for field managers, mediators and national office managers vs. the nature of the work at the FMCS national office. Thus, while overall positives vs. government-wide averages are lower among a number of items in this category, these items do not apply to the majority of FMCS employees (Field Managers, National office Managers and Field Mediators). Including the number of “neutral” and “does not apply” responses supports the Agency’s conclusions outlined above. We do think it is important to address concerns raised by the limited data supplied but caution that attempts to address those items should focus on practical and targeted strategies.

**Overall Conclusions:** We are very pleased that employees continue to have such positive views about FMCS as a place to work. However, we know that while we may be among the best, we can be better. We are committed to examining these results in depth, listening to the people who do the work, who provide the services to our customers directly. We are also committed to taking the critical next step. As important as it is to listen to input, it is equally as important to show how that input results in positive change. We know that satisfied internal customers, absolutely, equal satisfied external customers.

### **How the survey was conducted:**

The survey was conducted on-line by the Office of Personnel Management during the period of February 9, 2010 to March 19, 2010

### **Description of sample:**

All 238 full-time permanent employees of the agency who were on-board as of June 30, 2009, were surveyed.

### **Survey items and response choices:**

See the tables on the following pages.

### **Number of employees surveyed, number who responded, and representativeness of respondents:**

Of the 238 employees surveyed, 197 responded, for an 82.8% response rate.